



MTF Action Plan Report

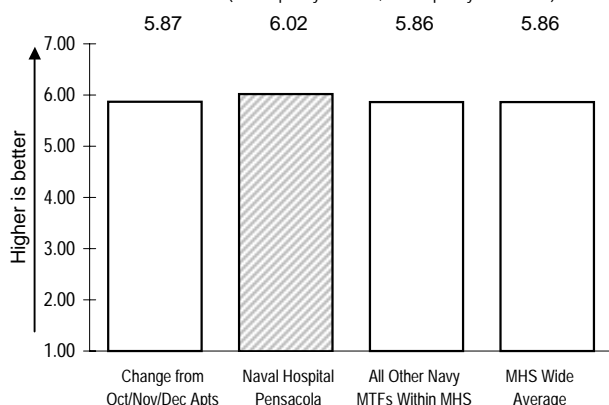
Naval Hospital Pensacola

Patient Satisfaction Report: January/February/March 2003 Appt. Data

Total Mailed = 412 Returns As Of Cutoff = 94 Non-deliverables = 25 Response Rate = 24.3%

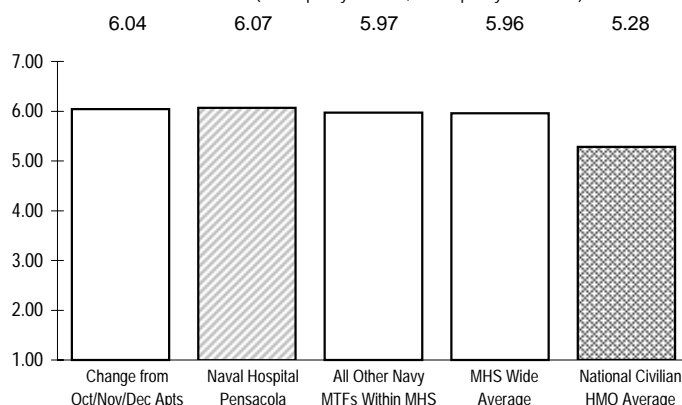
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Naval Hospital Pensacola
Significantly Different From Naval Hospital Pensacola

Comparison To:

Change from Oct/Nov/Dec Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	All Other Navy MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<div><div></div><div></div></div>	Access Average	3.87	3.65 <div><div></div><div></div></div>	3.64 <div><div></div><div></div></div>	3.47 <div><div></div><div></div></div>
<div><div></div><div></div></div>	* Access to medical care (Q10b)	4.01	3.78 <div><div></div><div></div></div>	3.77 <div><div></div><div></div></div>	3.63 <div><div></div><div></div></div>
<div><div></div><div></div></div>	* Referral for specialty care (Q10c)	4.26	3.73 <div><div></div><div></div></div>	3.77 <div><div></div><div></div></div>	3.59 <div><div></div><div></div></div>
<div><div></div><div></div></div>	* Office wait time (Q9)	3.56	3.56 <div><div></div><div></div></div>	3.52 <div><div></div><div></div></div>	3.19 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Time to return your call (Q11)	3.76	3.41 <div><div></div><div></div></div>	3.45 <div><div></div><div></div></div>	3.30 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Ease of making phone appointment (Q10a)	4.24	3.77 <div><div></div><div></div></div>	3.76 <div><div></div><div></div></div>	3.76 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Appointment wait time (Q7)	3.78	3.66 <div><div></div><div></div></div>	3.67 <div><div></div><div></div></div>	3.46 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Quality Average	4.27	4.11 <div><div></div><div></div></div>	4.10 <div><div></div><div></div></div>	3.75 <div><div></div><div></div></div>
<div><div></div><div></div></div>	** Overall quality of care received (Q3j)	4.29	4.17 <div><div></div><div></div></div>	4.15 <div><div></div><div></div></div>	3.80 <div><div></div><div></div></div>
<div><div></div><div></div></div>	** How well the care met your needs (Q3i)	4.24	4.03 <div><div></div><div></div></div>	4.02 <div><div></div><div></div></div>	3.69 <div><div></div><div></div></div>
<div><div></div><div></div></div>	** Thoroughness of treatment (Q3c)	4.30	4.17 <div><div></div><div></div></div>	4.16 <div><div></div><div></div></div>	3.82 <div><div></div><div></div></div>
<div><div></div><div></div></div>	How much you were helped (Q3h)	4.22	4.00 <div><div></div><div></div></div>	3.99 <div><div></div><div></div></div>	3.65 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Explanations of procedures and tests (Q3d)	4.27	4.17 <div><div></div><div></div></div>	4.16 <div><div></div><div></div></div>	3.80 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Interpersonal Relationship Average	4.24	4.09 <div><div></div><div></div></div>	4.08 <div><div></div><div></div></div>	3.73 <div><div></div><div></div></div>
<div><div></div><div></div></div>	** Personal interest in you (Q3e)	4.33	4.11 <div><div></div><div></div></div>	4.12 <div><div></div><div></div></div>	3.79 <div><div></div><div></div></div>
<div><div></div><div></div></div>	** Amount of time with Dr. and staff (Q3g)	4.02	3.99 <div><div></div><div></div></div>	3.96 <div><div></div><div></div></div>	3.55 <div><div></div><div></div></div>
<div><div></div><div></div></div>	** Attention given to what you had to say (Q3b)	4.37	4.19 <div><div></div><div></div></div>	4.17 <div><div></div><div></div></div>	3.85 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Advice on ways to avoid illness/stay healthy (Q3f)	4.17	3.98 <div><div></div><div></div></div>	3.99 <div><div></div><div></div></div>	3.59 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Friendliness and courtesy of staff (Q3a)	4.32	4.18 <div><div></div><div></div></div>	4.17 <div><div></div><div></div></div>	3.87 <div><div></div><div></div></div>

Your rating is:



Lower



Same



Higher